



Miami-Dade County – Information Technology Department]
Cognos 10.2.1 Installation Statement of Work

This is a draft copy of the Statement of Work for Cognos 10.2.1 installation, configuration, optimization, and knowledge transfer.

The Miami-Dade County Information Technology Department will be conducting a vendor conference call on May 7, 2014 to review the enclosed Statement of Work. The objective is to listen to comments from the vendor community on ways to enhance the scope, and answer any questions that may come up. The conference call is scheduled for one hour and will commence at 3:00 P.M.

The conference bridge number for this conference is 800.501.8979, 3710802.



Miami-Dade County

Information Technology Department

Cognos 10.2.1 Installation, Configuration,
Optimization, and Knowledge Transfer

Statement of Work

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Miami-Dade County – Information Technology Department

Cognos 10.2.1 Installation Statement of Work

Project Name: Miami-Dade County Cognos 10.2.1 Installation, Configuration, Optimization, and Knowledge Transfer

Objective:

To work with Miami-Dade County Cognos Infrastructure team to install, configure, optimize, and tune the latest release, including Fix Packs, of Cognos 10.2.1.

Background:

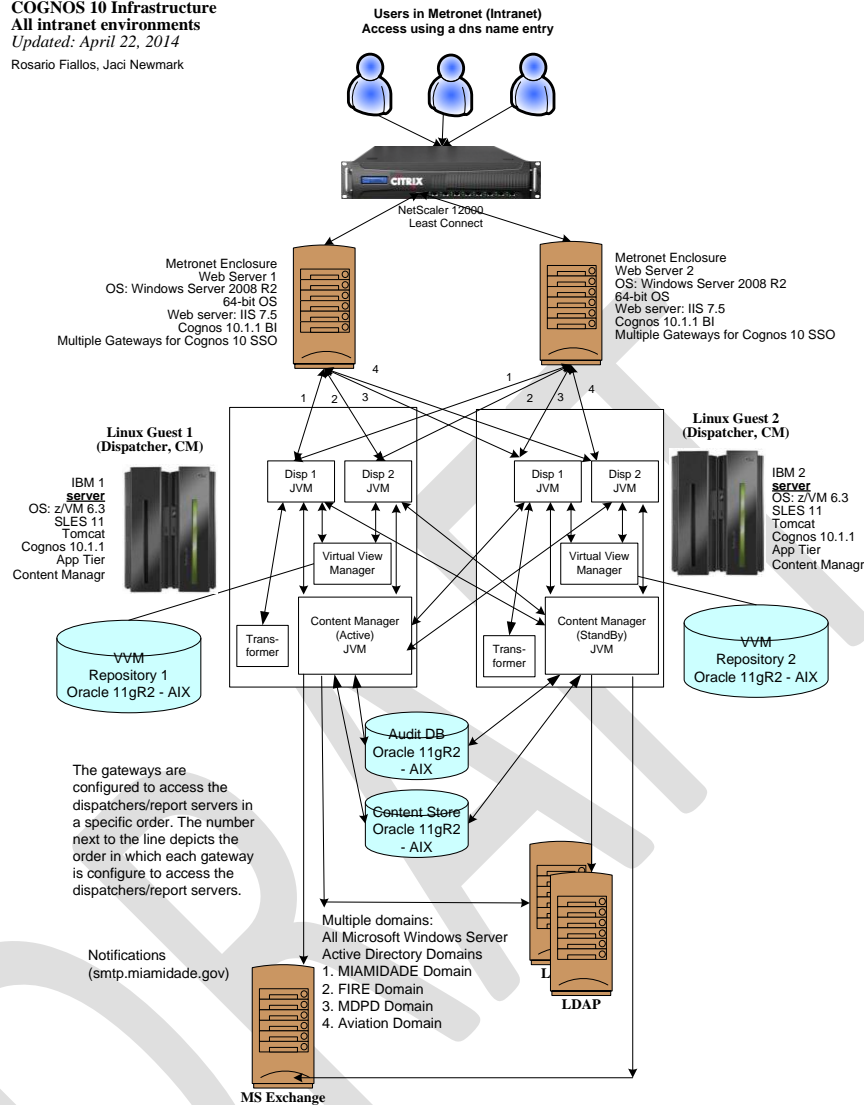
Miami-Dade County's Business Analytics offers five Cognos environments: Intranet Production, Internet Production, Development, Test (Sandbox), and Training. Except for the Training environment, each Cognos environment is composed of Netscaler load balanced Windows IIS. IIS hosts multiple Cognos gateways configured with SSL and SSO. Two Linux guests (servers) host the Cognos Application Tier dispatchers (Report Servers) and Cognos Content Managers, each installed on separate directories. Each Linux guest is a mirror of the other. Each contains two Application Tier dispatchers (Report Servers). One Linux guest hosts the active Content Manager while the other hosts the standby Content Manager. Cognos Transformer, IBM Virtual View Manager (VVM), and ESRI for Cognos are also installed on each Linux guest. The Cognos environments access Oracle databases for the Content Store and the Cognos Audit database. IBM Virtual Manager installations access Oracle database for the VVM repository. The Cognos Content Managers access multiple LDAPs including a secure LDAP for authentication. For notifications (smtp/email), the Cognos environments access MS Exchange Server.

The Cognos environments support both Classic Dynamic Mode (CQM) as well as Dynamic Query Mode (DQM). There are over 40 packages in total used by development and production.

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COGNOS 10 Infrastructure
All intranet environments
 Updated: April 22, 2014
 Rosario Fiallos, Jaci Newmark



Requirements:

- Review/validate architecture.
- Install, configure, optimize, and tune alongside ITD Infrastructure personnel, the latest release (including Fix Pack) of IBM Cognos 10.2.1, latest compatible release of ESRI for Cognos, IBM Cognos Mobile server components for Blackberry, IBM Cognos Transformer and Virtual View Manager on SystemZ IBM z10 Red Hat Linux (active and standby Content Manager and 2 Application Tier dispatchers on each Linux guest) with Netscaler load balanced Windows Cognos gateways configured with SSL and SSO.

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- OS: Red Hat on SystemZ
- DB: Oracle Content Store, Oracle and SQL Server application databases
- Application Server: Tomcat embedded with IBM Cognos
- Web Server: IIS on Windows gateways
- Security: LDAP and LDAPs
- Assist with capacity planning, load testing, optimization and tuning.
- Assist with report upgrades from Cognos 10.1.1 to Cognos 10.2.1.

Assumptions:

- Vendor has expertise in the install of the pertinent IBM Cognos software/technology on Linux for System z, and ESRI for Cognos installations.
- Vendor shall define in advance all pre-requisites required to be ready prior to the installation, configuration and optimization.
- Miami-Dade County will be responsible for providing technical staff to assist in the Cognos 10.2.1. installation, optimization, and knowledge transfer.
- Miami-Dade County will provide the hardware and operating systems required for this installation, configuration, optimization and knowledge transfer.
- Work will be performed at Miami-Dade County location at 5680 SW 87th Avenue, Miami, FL 33173.
- Vendor will provide services onsite under this Statement of Work primarily during normal business hours, 8:00 a.m. to 5:00 p.m. (local time) Monday through Friday, except county holidays, unless otherwise specified. Cognos 10.2.1 production launch may be scheduled after normal business hours and may include weekends and/or county holidays.
- Miami-Dade County will provide appropriate office space, and security clearance.